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## **MTAC Focus Group Session Notes**

**Governor Ballroom D, Level 2**

**Tuesday, March 22<sup>nd</sup>, 2016 11:00am – 12:00pm**

### **ENTERPRISE ANALYTICS/DATA USAGE**

**Robert Cintron, USPS VP-Enterprise Analytics  
Angelo Anagnostopoulos, MTAC Industry Leader,  
Enterprise Analytics and Data Usage**

#### **All Mail Classes**

- **Randy Stumbo, Periodicals MTAC Industry Leader**
- **Rose Flanagan, Standard Mail MTAC Industry Leader**
- **John Medeiros, Package Services MTAC Industry Leader**
- **Mike Tate, First-Class Mail MTAC Industry Leader**

#### **DISCUSSION TOPIC**

##### **FCM:**

- Commercial FCM service has improved most recently due to type of data being put in front of operations
- Pushing 3 key things: Tray, Containers and Trailers
- Work backwards from delivery point to see where failure is occurring related to service
- FC letters in full service measurement 65%, has been trend, 94-95% processing trend added more lift, 6.5 points better than last year, last mile opp to pinpoint problem – will see improvement due to what is being put in front of ops
- 3-5 day, focus is 100% on trailers (transportation), every trailer and container scan, variance will tighten up, 70% flats in measurement 86% service performance but we have added 80% more mail in measurement, opp in 3-5 day for flats, last mile 7%

##### **Periodicals:**

Periodicals 63% in measurement, added 22% more vol in measurement, service 96% variance, scf flats lion share of volume and 10% last mile impact, trying to find prob – bundles, single piece, transportation, trend improving over the last few weeks, last mile over 10% impact but will get under control with IV tools

##### **Standard Mail:**

- 76% volume in measurement, added 30% more vol SPLY, 1.65 last mile impact, 97.2 one day variance, 70% flats in measurement, 39% more mail in measurement SPLY, 10 point last mile impact, 96.98% one day variance

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Why is FCM more variance than std mail – DPS? move in same flow, limited population sampling/statistical sway

Last mile diagnostics: can you identify root causes? Mail prep impacting? Not mail prep issue, got it on our processing equip, most issue is operational

### **Addressing:**

NCOA College Univ Team – 5 colleges expected to participate. Initial efforts are to evaluate whether college/university addressing formats compatible with USPS systems and technology.

PARS/Flat PARS only activated in North Texas, software installed at 17 sites and available for site activation upon completion of system testing

UAA: statistics will be added to RIBBS with more granularity to create insights on areas of opportunity. Reviews are underway of UAA Nixie Reasons that are being applied to mail to improve consistency and enable confidence in Nixie info so mailers can react appropriately,

100 record rule: Policy pending concurrence with Privacy

Move Update close on open federal registers for Move Update Clarification and Move Update Census process, target March/April timeframe

### **Packages:**

86.36% timeliness issue, scfs still challenged, how to carrier route some of this mail, using machine to sort the vol and how to carrier route to take out manual sort

Clarify: Certificate of Mailing want to use IMpb on form? We will have the information on the form when scanned, possession scan, not measurement scan, **clarify use of IMpb on certificate of mailing form and how it will be used and disseminated**

Target is 89% for pkgs, address quality, how to get to 99?, will get better quick, keep an eye on 23mil pkgs have address quality issues, need 11 digit data represents 10% of failures, duplicate barcodes top IMpb issue 3.82% of manifest

### **ALL ACTION ITEMS**

- Clarify use of IMpb on Certificate of Mailing form and how it will be used and disseminated